



Medicare Beneficiary Quality Improvement Project (MBQIP): Improving Care Through Information
Hospital IQR Hospital Performance by State
Hospital CAHPS (HCAHPS) Survey - State Level

State: IA																					
HCAHPS Survey Completion and Response Rate																					
HCAHPS Composites and Individual Items																					
HCAHPS Composites		Your State's Data																			
		Reporting Period 4Q11 - 3Q12			Reporting Period 1Q12 - 4Q12			Reporting Period 2Q12 - 1Q13			Reporting Period 3Q12 - 2Q13										
		Number of Completed Surveys		6124	Number of Completed Surveys		6330	Number of Completed Surveys		6868	Number of Completed Surveys		6823								
		Survey Response Rate		20	Survey Response Rate		21	Survey Response Rate		22	Survey Response Rate		22								
		% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always		
Composite 1 (Q1 to Q3)	Communication with Nurses	3	16	81	3	16	81	3	16	81	3	16	81	3	16	81	4	17	79		
Composite 2 (Q5 to Q7)	Communication with Doctors	3	13	84	3	14	83	3	13	84	3	13	84	3	13	84	4	14	82		
Composite 3 (Q4 & Q11)	Responsiveness of Hospital Staff	6	23	71	6	23	71	6	23	71	5	25	70	5	25	70	9	24	67		
Composite 4 (Q13 & Q14)	Pain Management	5	24	71	5	24	71	5	24	71	4	25	71	4	25	71	7	22	71		
Composite 5 (Q16 & Q17)	Communication about Medicines	15	19	66	15	19	66	15	19	66	15	19	66	15	19	66	18	18	64		
Hospital Environment Items		% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always	% Sometimes to Never	% Usually	% Always		
Q8	Cleanliness of Hospital Environment	5	17	78	5	17	78	5	17	78	5	17	78	5	17	78	9	18	73		
Q9	Quietness of Hospital Environment	7	29	64	7	29	64	7	29	64	6	31	63	6	31	63	10	29	61		
Discharge Information Composite		% Yes		% No		% Yes		% No		% Yes		% No		% Yes		% No		% Yes		% No	
Composite 6 (Q19 & Q20)	Discharge Information	86		14		86		14		87		13		87		13		85		15	



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HCAHPS Global Items																			
Q21	Overall Rating of Hospital	Your State's Data																	
		Reporting Period 4Q11 - 3Q12			Reporting Period 1Q12 - 4Q12			Reporting Period 2Q12 - 1Q13			Reporting Period 3Q12 - 2Q13			State Average			U.S. Average		
		% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating	% 0 to 6 rating	% 7 and 8 rating	% 9 and 10 rating
Overall Rating of Hospital at a State Level (1 = Worst Hospital 10 = Best Hospital)		6	19	75	6	19	75	6	19	75	5	20	75	5	20	75	8	22	70
Q22	Willingness to Recommend this Hospital	Your State's Data																	
		Reporting Period 4Q11 - 3Q12			Reporting Period 1Q12 - 4Q12			Reporting Period 2Q12 - 1Q13			Reporting Period 3Q12 - 2Q13			State Average			U.S. Average		
		% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend	% No: Definitely or Probably Not Recommend	% Yes: Probably Recommend	% Yes: Definitely Recommend
Willingness to Recommend this Hospital at a State Level		3	22	75	3	23	74	3	23	74	3	23	74	3	23	74	5	24	71

Please direct questions regarding your MBQIP data reports to the Flex Coordinator in your State. You can find contact information for your Flex Coordinator at: <http://www.ruralcenter.org/tasc/flexprofile/2011>.